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From: mrmillmanager@maritz.com on behalf of Agilent ACS Support
<agilentacssupport@maritzresearchhq.com>
Sent: Thursday, November 26, 2009 9:31 AM
To: james.hanchett@state.ma.us
Subject: Agilent Technologies Requests Your Feedback

Dear Customer:

Last week we sent you an email asking you to complete the Agilent Technologies Customer Transaction survey, but we haven't heard from you. We know your time is valuable. By taking the time to respond, you ensure that Agilent is aware of your needs as a customer... and Agilent very much wishes to hear from you.

The survey resides on the web. Below is the address to link directly to the survey. If you need any assistance or have any questions regarding this study, please do not hesitate to contact us through the e-mail reply address.

Again, we thank you for your participation. We look forward to receiving your questionnaire.

<http://www.maritzresearchhq.com/agilent2-na/index.html?id=3035144027>

If your e-mail program does not support hot links, you may access the following:

<http://www.maritzresearchhq.com/agilent2-na/index.html>

To access the survey please use the password: 3035144027

At Agilent we make a commitment to you that we will respect and protect your privacy. If you don't want to be included in these surveys in the future, please let us know at:

<https://www.respondentoptout.com/default.asp?ProjectID=171>

To view Agilent's customer privacy practices go to www.agilent.com/go/privacy. Please send privacy related questions to privacy_advocate@agilent.com.

This survey is being conducted by Maritz Research on our behalf. Maritz Research is acting on instructions from us, and will not use your personal information for any other purpose. At the end of the survey, all information will be returned to us and/or deleted by Maritz Research.